

Notes of the meeting of the Drayton and Wootton St PPG

Date: 22nd March, 2018 (7.00 pm)

Notes for the meeting were taken by AP and written up by GK. Practice Report by SJ.

Present: Mary Ramsay (Chair), GK, AP, SA, LI, LM, Fr A, MV. Sandra Jordan (Practice Manager) and Dr Swindells joined the meeting around 8.00 pm

Apologies: GB (An apology from Maureen R was tabled, and subsequently one received from JE)

There was discussion around the non-attendance of Maureen R and Michael N, as neither have attended the last three meeting or sent apologies to the Chair. Mary will write to both and invite them to participate the virtual group.

MR initiated a “round the table” statement from each of the attendees to identify their personal reasons for joining the group. A new member (LM) was introduced to the group.

The minutes of the last meeting were agreed to be an accurate summary

Matters arising from the Minutes: Feedback from Action Points

Actions 1 & 2. See *report* from Practice Manager

Actions 3 & 4: GK reported that he had emailed a number of patients (including some with young families) to broaden the profile of the group, providing instructions on how to register for the virtual group (the Patient Reference Group) on-line, or via a form attached to the email, and a number of these had now enrolled. Hard copy forms could also be printed out and handed to patients in surgery. Mary stated that the Patient Reference Group now stands at 24 and that all should continue to encourage other patients to join.
(Action 1: All)

Action 5. See *Agenda Item* for Feedback from working party on the Practice web site

Action 6. *Terms of Reference.* GK said that the draft ToR document had been amended, following the points raised at the last meeting. He had received no further comments after circulating this, which was therefore taken as agreed by the PPG members. MR reported that the agreed ToR document been signed off by the Practice and a copy kept on file.

Actions 7, 8, 9. See *report* from Practice Manager

Action 10. GK reported that following his last Website meeting with SJ and the subsequent changes made, no further issues concerning System Online have been identified.

Action 11. See *report* from Practice Manager

Action 12. (Data Protection) This item will be deferred until the next meeting, as Sandra will by then have attended a training event. Confidentiality slips will be prepared for each member to sign, in order to enable sharing of emails. **(Action 2: Mary)**

Action 13. The Practice plans to offer patients assistance in logging on and using the on-line system, to enable appointments to be made and repeat prescriptions to be requested. In addition, they will be offered assistance if they wish to join the Patient Reference Group. Details to follow **(Action 3: SJ)**

AGENDA ITEMS

1. "Virtual PPG"

The group discussed options for the name of the group (e.g. Patient Participation Group, Patient Reference Group, Patient Group, Patient e-mail Group, Virtual Patient Participation Group). Members were asked to consider these options (and maybe others) and send their thoughts to Mary by 9th April at the latest **(Action 4: All)**.

2. Feedback from working party on PPG page on Surgery Website

The "Have your say" link on the website was discussed. The "Contact Us" link sends e-mails to Mary; it asks for d.o.b, although it seems that it can be sent without that information. GK commented that the "Have your say" button and associated menus should ideally be simplified, much of the text changed and the information updated in parts. To be discussed further at SJ/GK Website meeting in early April **(Action 5: SJ/GK)**.

3. Report from the Practice Manager

Update on actions from last meeting

Action 1: Prescription ordering: - we have requested that the wording regarding when prescriptions will be ready for collection is to be amended, but as yet the system supplier has not made the change.

Action 2: The Newsletter is yet to be finalised and sent out, due in part to SJ unexpected absence during February. **(Action 6: SJ)**

Action 7: The minutes of the last meeting were inadvertently sent out as a Newsletter.

Action 8: Slots still to be finalised as still "tweaking" the appointment system due to staff absences. **(Action 7: SJ)**

Action 9: New signage is now in place at Wootton Street Surgery and is hopefully now much clearer. Additional clinical sessions also now happening at Wootton Street with Nurse Practitioners running clinics to see patients for urgent/on the day issues - giving improved access to those who find it difficult to travel to Drayton for Triage and Duty Clinics. Nurse Practitioners are not yet involved in Telephone consultations, although that is the plan.

Action 11: Virtual Group slowly growing in numbers - still more work to do and Sandra to meet with GK to discuss further w/b 9th April. (see *Action 3*). Following discussion amongst the group, it was decided that the Practice would email all those patients for

whom they had an email address to ask if they would like to join the Patient Reference Group (or whatever we decide to call it!), if they had not already done so. **(Action 8: SJ)**

Further Updates

New Advanced Nurse Practitioners in post since last meeting - Louise Baker and Philip Dilloway. However, Rhiannon Nelson broke a leg on a skiing holiday and so is currently off work. To ensure that adequate levels of service are maintained, we have Dr Parmar back doing locum sessions for us throughout March.

The Practice Nurse Team has been equally unlucky and we currently have one practice nurse and one HCA off sick. This has obviously had a negative effect upon appointments. We have some locum nurse cover organised and are also in the process of recruiting an additional part time Practice Nurse to join the team.

We have reorganised the way in which some of the Chronic Disease Clinics run and have been training our HCA's to become more involved in some specific areas which will release practice nurses to be able to deal with more skilled/complex patient care. Debbie and Laura are both assisting with Diabetic Reviews and, once the training has been completed, they will also become involved in Respiratory clinics. At all times, they are under the mentorship of the Practice Nurse Manager (Jane).

In response to patient feedback, we are planning to offer additional evening appointments with the practice nurses for some clinics – there will be more news on this by the next meeting, hopefully. **(Action 9: SJ to update)**

We are very pleased to announce that our new Prescribing Pharmacist will be joining us from the beginning of May 2018. As previously mentioned this is a post for which Michael helped us obtain funding, and is a shared role with Portsdown Group Practice. Once Sarah is in post and has completed her induction period, she will start to see patients in clinic. More info will be provided at the next meeting. **(Action 10: SJ to update)**

Recently there have been a few negative comments appearing on the NHS Choices website with regard to difficulty making routine appointments. We are aware of the issues that have come about due to staff sickness and we are actively trying to increase the number of appointments available. We appreciate that things are not perfect; however, we suspect there are some "concentrated pockets of resistance" to the recent changes in the appointment system, and especially the new ways of working whereby the reception staff are asking for more detailed information from patients. We will respond to all comments; however, if they are anonymous, we are unable to address specific issues. Any feedback from the PPG would be welcomed. **(Action 11: All)**

4. Future PPG Activities

(a) NAPP Password. Fr. A & GB have been working on this and have set up a PPG email address that will allow this group to access the site. MR is still trying to obtain the NAPP resource pack. The Group discussed the benefits of being a member of NAPP and agreed to review within the next 6 months and decide if future membership will be of worth when our subscription runs out.

(b) PPG Awareness week 4-9th June. MR reminded the group of this event and asked if all could try to find some time to help promote the PPG (e.g. discuss with patients in the waiting room) and to consider other ways (notices in local Pharmacies, neighbourhood forums etc)

(c) Survey Questions. The group briefly discussed the type of questions that should be included within the proposed survey. All members were requested to e-mail suggestions for questions to Mary by 12th April. One proposal was to include: (a) What do you like best about the Surgery and (b) What could we improve upon? **(Action 12: All)**

A.O.B.

1. Fr. A agreed to visit Wootton St. and review the Patient Calling arrangement and feedback. There should also be a notice alerting patients to waiting times greater than 30 mins. **(Action 13: Fr. A)**

2. MV expressed the view that the Main page of the Practice Web site had some formatting issues (variation in font, line spacing, colours and acronyms). Fr A offered to help with web presentation issues. SJ said that much of it was not under control of the Practice, but she will investigate further and discuss in her meeting with GK in April. **(Action 14: SJ)**.

3. With meetings being bi-monthly, Mary suggested that if a member offers apologies for absence, they should provide, in advance, any feedback on group actions from previous minutes. This will maintain continuity and views to be considered in their absence. **(Action 15: All)**

The meeting closed at 9.00 pm

Next meeting will be on **24/5/18** (7.00pm) at the Drayton Surgery